

THE SOLUTION



Fall 2008

Keeping Community Solutions Employees Connected

The Importance of CSI in Youth Services

In 2007, CSI responded to a RFP in Baltimore County, Maryland to provide MST services to the Juvenile Justice population. There was a desire for services that were proven to keep youth out of confinement or residential placements. The growing belief in Baltimore County, and the rest of the country, was that these restrictive placements were not working with the youth. Time and statistics showed that they returned to either a residential facility or the adult justice system. Another growing belief was that residential placements were too expensive at a time when budget constraints were a top concern for state and local government. How could youth receive more successful treatment and save everyone money?

MST seemed to fill the bill. For over a decade, statistics demonstrated that intensive in-home treatment models kept youth from placements outside of the home. The idea of working with the entire family was shown to work extremely well, in cities as well as rural areas. Involving the entire family and teaching parents how to work with their own children made more sense than the practice of "fixing" youth in a residential setting, and then sending them home to the same problematic issues. Residential placements seldom had the resources for family counseling that could make a long term change for when the youth returned home.

In Baltimore County a unique system was put into place. It was called the Maryland Compact. This was an agreement between the County of Baltimore and the State of Maryland that whatever monies saved from residential placements not used by youth successful in MST would be split and the County could re-invest their half of the savings in more services. So began a close look at MST services and any savings that might occur in Baltimore County.

From October, 2007 through June 30, 2008, 35 families were served in the program. Of these, 27 had been discharged and 8 were still being served at the end of June. Only 4 of the 27 youth who completed MST services had been detained in a restrictive setting and 23 remained at home in the community. This is a success rate of 85%! Baltimore County has tracked the savings of using MST versus a residential setting, and plans to expand the number of MST slots available in their county. The State of Maryland has watched and plans to explore the use of MST and other evidence based services throughout the state.

The trend to move towards evidence based in-home services is evident in the United States, and throughout the world. CSI programs in Pennsylvania have seen a great deal of expansion in 2007 and 2008, with more planned for early in 2009. This growing trend in evidence based in-home treatment is worth watching over the next few years. CSI is a Network Partner of MST, and is in the middle of important changes in the services for the youth in our country.



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Celebrating our Commitment to Community Solutions

15 years of service:

Lisa Brandes, Training & QA Director-Training Department
Derek Harrison, Program Director-Johnson/Silliman/Berman
Kenneth Muraski, Kitchen Coordinator-Food Services
Steve Solazzo, Maintenance-Facilities Department

10 years of service:

Heather Deleon, Court Liaison-Torrington AIC
Alice Formeister, Program Director-Safe Home
Susan Pribyson, VP Youth Development -Central Office
Dorothy Virtuoso, Administrative Assistant-Danbury AIC

5 years of service:

Ann Block, Program Director-New London AIC
Tammy Bonanno, Executive Assistant-Accounting
Diana Cimadon, Relief HSW-Safe Home
Robert Flynn, Employment Specialist-Danbury AIC
Simone Ketchum, Therapist-MST CT
Julie Mackey, Therapist-BSFT PA
Doug McAvay, Director of Clinical Services-Central Office
Alexis Mitchell, Therapist-MST CT
Michelle Page, Relief HSW-Safe Home
Ana Rosa, Relief HSW-Torrington Transitional
Glenn Warfield, Shift Supervisor-Coventry House

Community Solutions' Employee Awards

- **Jennifer Orr, Director of Contracts** in the Contracts Dept, was recognized with the “**President's Award**” for her outstanding work with new RFPs and year-end budgeting.
- **Linda Zhang, Senior Contract Analyst** in the Contracts Dept, was recognized with the “**President's Award**” for her above and beyond work with variance reports, CSSD reports, FY 09 budget templates and RFPs.
- **Derrick Campbell, HSW** at Torrington Transitional, was recognized with the “**Great Job Award**” for his reliability and dedication to the program.
- **Steve Solazzo** of the Facilities Dept was recognized with a “**Great Job Award**” for his work at the Torrington programs; namely his assistance in teaching the staff how to monitor maintenance functions.
- **Darren Lamb** of the Facilities Dept was recognized with a “**Great Job Award**” for his work at the Torrington programs and his positive role modeling for clients.
- **Gary Dunnigan, Case Manager** at Torrington AIC, was recognized with a “**Great Job Award**” for his above and beyond performance during the vacancy of the APD position and absences of the PD.
- **Gretchen Gowen, Administrative Assistant** in the Torrington programs, was recognized with a “**Great Job Award**” for her impressive job performance in working with courts, specialized reports, and scheduling.
- **Stacy Asberry, HSW** at the Drapelick Center, was recognized with a “**Management Award**” for his quick and thorough response in a client medical emergency.
- **Dorothy Virtuoso, Administrative Assistant** in the Danbury AIC, was recognized with a “**Management Award**” for her above and beyond performance with financial reporting.
- **Bob Flynn, Employment Specialist** at the Danbury AIC, was recognized with a “**Management Award**” for his exceptional performance as the acting PD during the absence of the PD.

Employee Commendation Award: Any employee may recommend another employee for an award to recognize above and beyond performance. Award levels include a \$500 President's Award, a \$250 Management Award, a \$50 Great Job Award and a Commendation Certificate. A sample of the nomination form can be found in the forms sections of the Personnel Policy manual or on the CSI website. Further details regarding this program are available at each program location and the Human Resource Department.

Commentary by Robert Pidgeon



The State of the Economy and CSI

Over the last few months we have watched our economy deteriorate significantly, and government budgets are in serious trouble. As the economy slides down, tax revenues decrease, and as those revenues decrease, the funds for programs such as ours are placed in jeopardy. We have

already experienced significant reductions in our Florida programs, and other states will not be far behind. While the reasons for the decline may be global or at least national, the effect is local, and each of you might ask exactly how these reductions will affect you personally. The short answer is that no one knows until the cuts are announced, but we do know that CSI is a financially strong and large organization that can weather the storm with minimal disruption.

Our largest funders are confident that programs will not be cut significantly in our area, since our services remain much less expensive than traditional institu-

tional care, and our in-home services provide savings for our funders. The financial reasons combined with the quality of our service positions us well to withstand the economic downturn over the next year, or perhaps more, but there will likely be some cuts that we may have to absorb. Be assured that we will do everything possible to preserve our current level of service and stay the course. We may also see some small growth in certain areas as a result of jurisdictions realizing that our services save money by avoiding incarceration or out-of-home placements. These are difficult financial times, but we can stay the course.



Drum roll please. . . after 232 entries and hours of deliberation, the judges have spoken. We're happy to announce that **Lynn Lombard** is our \$500 winner of the "Name that Client Management System" contest with her entry of HOPE-Helping to Operate Programs Effectively. \$50 gift certificates go to our runner up, Martin Meehan for MACI-Managing All Client Information and to the funniest entry submitted by Diane Palazzo with BLAZE-Better Communication Application With Zealous Endorsement.

Corporate Updates

CSI is implementing an **ID badge system** for all employees. The primary purpose is for identification, to associate staff with our organization for outside agencies and to distinguish each other from clients or visitors. They will also be used in our residential sites to keep track of hours for non-exempt employees. These staff ID's will either have a barcode for swiping a time clock or a series of numbers to log-in to eTIME on a computer. Badges will be issued in phases with the residential programs taking priority.



Community Solutions, Inc. received an **unqualified** ("clean") **audit** opinion on its fiscal year 2008 consolidated financial statements from the auditing firm of Hagggett Longobardi, a division of J.H. Cohn. CSI also received an unqualified opinion for the financial statements for CSI Connecticut, Inc. and the Federal and State Single audit. Individual site visits were conducted at the NJ CRC/JJC/SAI program, Safe Home and Waterbury AIC/Trans/TVU/RTU.

Two Central Office staff were named to CT Association of Nonprofits' Criminal Justice Committees. Adult Development VP **Terri Williams** to the Public Policy Council and Adult Sr. Area Director **Terry Borjeson** to the Executive Committee.

The **Holiday Party** is Friday, December 12th at the Hartford Marriott Rocky Hill. Raffles will benefit the children and adolescents of many youth programs. Please, remember your unwrapped toy for children at Safe Home and Chase Center.

Youth Services Highlights



The Software Solution for Home-Base Services

In 2006 CSI's fiscal department began to look for a system to assist with Medicaid billing for the youth division's home-

based services. After meeting with a few consultants Sam Ahilan, CFO, and Marlene Thomas, VP of Finance, selected Seginus MD. This company came with over 20 years of experience in information technology and software development, many specifically in the healthcare industry. They were particularly impressed that the system could be customized to suite the specific need of CSI home-based programs.

October of 2006, a group of CSI staff began to customize the software known as Seginus Advanced Behavioral Care. The first edition was piloted in Lehigh Pennsylvania in March of 2007. Marlene Thomas, John Stein, Susan Pribyson, Alesia Brooks, Jill Hoch, Dan Ensor and Greg Lindsey have all been key participants in the system origination and ongoing development.

The Home-Base Services Edition of SeginusABC is specifically designed for therapists, clinical/system supervisors and administrators. The system currently encompasses the Multisystemic Therapy (MST) treatment model and flows in accord with the MST analytical process. Additional home-based treatment models including Functional Family Therapy (FFT) and Brief Strategic Family Therapy (BSFT) are being incorporated as well.

Seginus provides an integrated and cost-effective solution to facilitate:

- Goal-Oriented Treatment Planning
- Replicating all aspects of the MST Do-Loop
- Fit Diagrams to assist in identifying primary and systemic strengths
- Assisting therapists an supervisors maintain fidelity to the MST model
- Creating Weekly Summary Reports required for compliance.

Research consistently supports the link between therapist adherence to MST treatment principles and youth outcomes. Therefore, strong quality assurance is essential to the realization of the goals of MST treatment. This software assists therapists in maintaining fidelity to the model and assists supervisors in tracking quality assurance through built-in tools.

The Home-Base edition has undergone several revisions since its first roll out in 2007. It is now used in Pennsylvania, Florida, Louisiana, Maryland, New Jersey and Connecticut. Nicole Milia, trainer and developer with Seginus, takes the time to remind staff during training to thank the Pennsylvania staff for being the guinea pigs in the early days. Great credit goes to Jill Hoch and her staff for rolling out a program in the midst of their on-going program site expansion, that now benefits all of the programs.

Seginus has now been officially endorsed by MST Services. CSI is now a partner with Seginus and we are actively marketing this product to other MST providers.

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Community Solutions MST Expands into New Jersey

in Essex and Hudson Counties. Currently, CSI operates twenty-nine MST teams among the states of Connecticut, Florida, Georgia, Louisiana, Maryland, New Jersey, Pennsylvania and Rhode Island. In April 2004, CSI growth of quality services led to becoming a Network Partner of MST Services. This designation indicates a higher level of functioning on our part and a greater level of trust on the part of the disseminating agency. This is a natural progression for agencies that have demonstrated both a strong commitment to MST and competency in delivering the model with fidelity.

Multisystemic (MST) is an intensive family and community based treatment program designed to make positive changes in the various social systems (home, school, community, peer relations) that contribute to the serious antisocial behaviors of children and adolescents who are at risk for out-of-home placement. These out of home placements might include foster care, group homes, correctional facilities, or hospitalization.

The primary goals of MST are to: Develop in parents or caregivers the capacity to manage future difficulties, reduce juvenile criminal activity, reduce other types of antisocial behaviors such as drug abuse, and achieve these outcomes at a cost savings by decreasing the rates of incarceration and other out-of-home placements.



Meagan Hunter (Clinical Supervisor), Mike Boughton (Therapist), Erica Bischof (Therapist), and Erin Plocinski (Therapist). Missing is Ken Tallman (Therapist).



Ed Robbins, Lycoming County Chief Probation Officer presents an award to Meagan Hunter, Clinical Supervisor and the PA Lycoming MST Team with Nancy Tudor, Area Director and Richard Lutz, Vice President of Youth Services.

Pennsylvania MST Wins Award

The PA Lycoming MST team received an award at the annual Juvenile Court Judge's commission in Harrisburg, PA for their outstanding service. They are being recognized as the **Community Based Program of the Year**. The team was nominated by the Lycoming Juvenile Probation department for outstanding work and dedication to the families of Lycoming County. This was due in part to their phenomenal outcomes and excellent relationship with the entire probation office.

The Juvenile Court Judges' Commission was established by the Pennsylvania Legislature in 1959. Members of the Commission are nominated by the Chief Justice of the Pennsylvania Supreme Court and appointed by the Governor for three-year terms. The commission is responsible for advising juvenile courts concerning the proper care and maintenance of delinquent children as well as establishing standards governing the administrative practices and judicial procedures used in juvenile courts. The JCJC conference is an annual event that focuses on recognizing juvenile justice in PA and is heavily attended by all counties in PA. Receiving this award is an honor and is looked upon as a great achievement. Congratulations to Megan Hunter, Erica Bischof, Mike Boughton, Erin Plocinski and Ken Tallman.



A Plan for the Future: Sherry Grey (not her real name), is a 16-year-old junior at Aiken Optional High School in Alexandria, Louisiana. She has been in the MST program since May 2008. Ms. Grey was initially referred to MST for her aggression and non-compliance of rules. During the treatment process, Sherry has continually showed signs of maturity and improvement.

After discussing possible pro-social activities and search efforts of MST Therapist, Renee Rachal, a multitude of options were presented to Sherry. Early on in the program, she opted to take a volunteer job at a daycare because she loves to work with small children. This task in turn helped her aggression at home because she learned patience working with the children at the daycare facility.

Sherry also expressed her interests in journalism and writing and by her own initiative; she joined the school's newspaper staff. The topic of her first article was "**A Plan for the Future**" in which she stated "the only way to be successful in life is to stay focused and be determined to carry out your dream no matter what obstacles and challenges life may bring". This article can be viewed as a personal success story for this motivated young lady. Sherry's discharge date is quickly approaching, but MST therapists and staff is confident that Sherry has a bright future ahead of her.

A Plan for the Future

When you hear the word future you usually think of something that is going to happen later, when actually the future is closer than you may think. Can you remember when you were younger and you would tell your parents what you wanted to be when you grew up? You may have chosen to be a doctor, lawyer or nurse. That should not only be a dream to you: it should become a reality.

The people that live on the streets probably never intended for their lives to be like they are. They may have been put through rough times during their childhood, so they just gave up on their dreams and started living on the streets. Do not let anyone or anything stand in the way of becoming what you want to be in life. If you stand for nothing then you will fall for anything.

The only way to be successful in life is to stay focused and be determined to carry out your dreams no matter what obstacles and challenges life may bring. If you stay focused, there is nothing that you cannot do.

Stein Open House



October 10, 2008

L-Alexis & Jeremy Stein
R-Mary Lou & John Stein



In memory of **John & Mary Lou Stein**, son Jeremy and wife Alexis joined CSI staff, friends, and clients to celebrate the opening of Stein House. The weather was perfect as the festivities kicked off with words from Program Directors Uduak Nguessan and Lynn Lombard. Area Director Aileen Obrien presented Jeremy with a crystal plaque and Area Director Terry Borjeson unveiled the Stein House plaque. CEO Bob Pidgeon along with Ed Palasek, Richard Lutz, and Aileen O'Brien spoke of their fond memories of John.



4th Annual Golf Tournament

The wind was howling, the sun was shining, and it turned out to be a good day of golf and camaraderie. One hundred and twenty five golfers teed off at the Blue Fox Run course in Avon, CT, a new venue for CSI this year. Foursomes consisted of CSI sponsors, vendors, Board members, friends and employees. Following the game, golfers and volunteers milled around waiting to see the top scores of the day while enjoying appetizers, drinks and viewing the raffle prizes and placing their entries.

The buffet was scrumptious and many people went home carrying raffle prizes and live auction items. Proceeds from the tournament will directly benefit the programs and clients of CSI.

Next year's date: September 17, 2009 at Blue Fox Run.



A Day of Caring With United Way



United Healthcare volunteers with Elaine Cohen, Program Director at Watkinson House, take a break from planting.

Four CSI program facilities were raked, weeded, trimmed, painted and generally spruced up, thanks to the efforts of volunteers recruited by Day of Caring, sponsored by the United Way of the Capital Area.

On September 5, volunteers from The Hartford Courant, HRH hilb, rogal & hobbs, Travelers, United Healthcare, The Hartford, Mass Mutual, and LCG Lewisco pitched in at the Drapelick Center, Hartford House, Watkinson House and Safe Home.

The work was coordinated by CSI Facilities Manager Mike Warburton and his staff including Ron Gurge, Daren Lamb, Rich Bouchard and Steve Solazzo. IT got into the act with manager Alan Butkus and technician Oktavian Florysiak supervising setting up a computer lab, completing a fire-wall configuration, and data entry. A delicious and plentiful breakfast and lunch was provided by Food Service Director John Russell and Jeffrey Umlah (Safe Home).



Thanks to The Hartford Courant and HRH hilb rogal & hobbs, rooms at Safe Home received a fresh coat of paint.



IT Manager Alan Butkus poses with IT volunteers from LCG Lewisco, The Hartford, and Mass Mutual. Above, Heather, from The Hartford, enters data into Active Directory.



United Healthcare volunteers along with CSI's Darrin Whitman, are ready to go home after a day of landscaping and putting together picnic tables at the Drapelick Center.

A Day Of Care

by Kristin Moran
Watkinson House

It was the perfect day to be outside, sunny and warm with a slight breeze. On this beautiful September day at the Watkinson House, we were joined by 6 wonderful women from United Healthcare on our day of caring. They joined us for a brief breakfast where we introduced ourselves and told them a bit about CSI. They seemed genuinely interested in our work release program and asked many questions.

From there we went outside to get started. We initially split into 2 groups, front yard and back yard. While some of us worked on the horse shoe pit, others worked on the flower beds and bushes. A total of 5 clients offered to join us and were motivated by the hard working women outside. The clients who worked outside with us were typically shy and quiet, but after being outside for a short while, they began to open up and ask our visitors questions, and even talk about themselves. We paused for some lunch provided by food service. The volunteers were eager to come inside and tell us how our clients were doing. The women were very impressed with their manners and willingness to help and noted that they were an absolute pleasure to work with. Clients asked questions about how to plant flowers and the proper ways to take care of them through the seasons.

After lunch, it was back to work digging, turning and clipping. By the end of our afternoon, we created flower beds along the sidewalk, weeded all of our gardens, edged along the driveway, raked leaves, mowed the lawn,

Giving Back

by Melissa Arnold
Watkinson House

If asked to describe a volunteer, you might identify a set of characteristics that include: eager, available, and handy. Three Watkinson House clients filled this description. On September 17th. Mr. Gonzalez, Mr. Fountain and Mr. Vasquez took time out of their day to assist the employees at *Connecticut Coalition Against Domestic Violence, Inc. (CCADV)* with moving furniture. CSI clients were rewarded with lunch and each client received a thank you letter.

CCADV acknowledged and appreciated what they did to help and they have been invited to return to assist with hanging cabinets. This tells the clients they have done something well and that they have something meaningful to contribute. They took a few hours to do something that made them and the people they helped feel great.



cleaned up the parking lot, re-did the horse shoe pit, painted the back stairs and railings, but most importantly; built a great community relationship.

Although I had grass in my hair, dirt stains on my clothes and a hint of sunburn I hold this as one of the most rewarding experiences at the Watkinson House. I enjoyed the opportunity to improve our grounds, take pictures, and build amazing relationships with outside sources and the chance to motivate, teach and work along side our clients.

Thank you to the women who joined us and to our clients; for working hard and having a great afternoon.



Adult Services Highlights

Knowledge Wins Big at Youth Center for Change-YCC has had 15 residents become certified as Microsoft Office Specialists (MOS) through the Knowledge Network (KNET) Computer Training Center. Earning the MOS certification enables participants to be more competitive in school and in the workplace. Microsoft Office users typically use only 20% of its features, MOS certification users exercise 85% or more of its features.

The training periods are 8 to 10 weeks long and YCC residents have already participated in 2 separate training groups with 8 more residents registered for the next session. In each training group, the student with the highest score receives a personal laptop computer loaded with Microsoft software; YCC residents were the high scorers in each session. Madelyn Smith-Jefferson, Substance Abuse Counselor at YCC says, "Some of the residents struggled with believing in themselves but Case Managers and other staff members stepped in to help, encouraging them to keep going. We are grateful they have had this opportunity to empower themselves and broaden their horizons."

Knowledge Network's *Empowerment through Technology* includes MOS Training and Certification, Advanced Information Technology (IT) Training, and a College Prep/SAT sub-program. The objective of all of their programs is to empower youth with the skill set, certification, and job experience necessary to compete in today's highly competitive labor market.



Roger King, center, with CSI staff and clients at Hartford House

Have a Heart - After receiving a heart transplant, Roger King decided to change careers and enrolled in a program at Manchester Community College named "Adults in Transition". Roger attended school for two years earning a 3.5 GPA and became a Certified Alcohol and Substance Abuse Counselor. Looking for work, he answered an ad for CSI at Hartford House. Elaine Cohen was Program Director at the time and hired him, wanting a positive male role model for the women.

Roger retired from his second career after 8 ½ years at Hartford House attending two parties in his honor; one with staff and one with the clients at Hartford House. Sussette Ortez, a resident at Hartford House commented, "Roger was always available to talk about anything to anybody. It's difficult, you miss your family and the staff becomes your support." Lasetta Flanagan, another client, said, "Roger was always a gentleman, pleasant, he has wisdom like a grandfather. He always takes the time to explain things."

Roger plans on spending a lot of time with his new fishing equipment presented to him at his staff retirement party.



Road to a Brighter Future is the title of a grant proposal written by and awarded to Foothills Adult & Continuing Education, a program of Education Connection, a consortium of 16 school districts in western Connecticut.

Torrington AIC and Transitional Living have long partnered with Foothills for GED preparation and testing at the Torrington High School. When the Connecticut Department of Education announced a grant available for providing education services in a non-traditional setting, Foothills' Nina Tourtellotte, GED Registrar and Chief Examiner, thought went to the AIC/Transitional clients and how they could benefit from GED classes on site at the Torrington Facility. "I know so many of them have had bad experiences in the high school setting so I proposed bringing the classes to them." Judy Saverine, Assistant Regional Director said,

"Foothills is very happy to collaborate with Community Solutions and we hope the program is a huge success."

Foothills has produced a program brochure and Gretchen Gowen, Torrington's Administrative Assistant will be targeting Parole and Probation to enroll as many clients as possible to make the most of the one year award. "This is a great opportunity for our residential and walk in clients. It's not every day organizations come to us with services. We are very grateful," says Beth Warburton, Program Director for Torrington AIC/Transitional.

GED classes began September 10th and will continue for a full semester (12 weeks) Mondays and Wednesdays from 1:30 to 3:30. Another semester will start after the holidays for another 12 weeks. The award covers the costs of books, the instructor, and GED testing fees.

We would like to congratulate the following individuals for their hard work and dedication

Community Solutions AIC QA Forum Winners

Katie Martin, Case Manager, Bridgeport AIC

Deon Hardison, Employment Specialist, Bridgeport AIC
(Career Resources Employee at Bridgeport AIC)

Courtnee Peters, Intervention Specialist, Danbury AIC

Robert Porcaro, Intervention Specialist, Danbury AIC

Kathy Browne, Intervention Specialist, New London AIC

Theresa Hamilton, Intervention Specialist, New London AIC

Carl Johnson, Employment Specialist, New London AIC

Jim Clancy, Intervention Specialist, Torrington AIC

Program Champions

Demetrise Jordan
Intervention Specialist
Waterbury AIC
Reasoning & Rehabilitation

Paul Paquette
Employment Specialist
Danbury AIC
Employment Services

Program Champions have demonstrated mastery of group curriculum, Motivational Interviewing skills, group facilitation skills and a passion & dedication to service excellence.



Tom White, Director of Operations at CSSD presenting Demetrise Jordan with a Program Champion award.



CSI Winners-front-Kathy Browne, Demetrise Jordan, Katie Martin, Courtnee Peters, and Deon Hardison-back-Carl Johnson, Theresa Hamilton, Bob Porcaro, and Jim Clancy.



QA Team-Dimari Flores-Braxton-Coach, Jessica Fraser-Coach, Tiffany Parkhouse-Coordinator, Holly Varanelli-Coach, Angela Pia-Coach, Debbie Smith-Registration, Aimee Markward-Coach, and Lisa Brandes-Manager.
Missing are Dr. Damon Mitchell-Asst Professor, Dr. Manuel Paris-Asst Professor, and Richard Pavasaris-Coach



CSI's Training and QA Manager, Lisa Brandes, addressing the crowd at the AIC Quality Assurance Forum.

Adult Services Highlights

The **Watkinson Prisoners' Aid Society** (WPAS) has awarded CSI a \$4,000 grant to renovate the kitchen at Hartford House and to provide Life Skill Training opportunities. CSI needs to provide the matching funds and has applied for other grants.

Becoming an annual event for **Drapelick**, clients helped the Bloomfield Civitan Club with their Annual Spaghetti Dinner held at the Bloomfield Middle School. Clients helped to prepare salads, spaghetti, sauce, and bread as well as serve the meal and desserts. Money from the event went towards the Bloomfield Civitan's Club Scholarship Fund. Civitan Club members Joel Neuwirth and Guy Christian are both members of Drapelick's Community Advisory Board.

A permanent extension and the addition of 18 beds were approved for the **Drapelick Center** during a meeting of the Bloomfield Town Planning and Zoning Commission. CSI initially received approval to operate the facility subject to the condition it would come under official review every six months, but the office of the Town Planner announced it would no longer be required.

Danbury AIC received a perfect Score on their internal audit and a 97.5% on the CSSD audit.

Families Network of Western Connecticut presented their sixth annual "Family Fun Day" with the help of clients from the **Danbury AIC**. A duck pond, an 8-foot slide, blindfold target practice, and other carnival games were designed and built for the younger children.

Debbie Hynd, Community Service Coordinator for the Danbury AIC, received the Mayor's Recognition Award at an event hosted by Danbury's First Lady to recognize community leaders who have made a positive impact in the lives of Danbury citizens.

At The Families Network of Western CT, Inc.'s annual Community Recognition and Volunteer Appreciation Luncheon, **Debbie Hynd** was awarded for her dedication to the Greater Danbury Community by helping to support Family Fun Day.

New London AIC received a 97.5 on their CSSD audit.

Meeting its target date of opening May 1st, the **Stein House** accepted its first male work release clients.

Rick Dallavalle, Community Service Coordinator for the **Torrington AIC**, received a letter from Arthur S. Milnor, Executive Director of Flanders Nature Center praising him for his work directing CSI clients in their clean-up effort. Milnor was amazed at what the crew accomplished and commented, "Flanders is lucky, but as I gathered, there must be lots of lucky folks whose lives you have touched for the better." Flanders Nature Center & Land Trust is a nonprofit organization based in Woodbury, Connecticut..

Program Director Will Mobley received a letter from Southbury Training School, commending the **Waterbury AIC** for the tremendous work performed in their sensory gardens. CSI clients breathed new life into the gardens by watering, weeding, mulching, planting, and re-designing stone walkways. The Southbury Training School is situated on over 1600 acres in Southbury, Connecticut. The school was built in the late 1930's as home for individuals with mental retardation.



Adult Residential Programs upped their successful completion rate to 76% from 72% in FY 2007/2008. The AIC success rate maintained its high marks of 81% with 355 additional discharges, an increase of 24%.